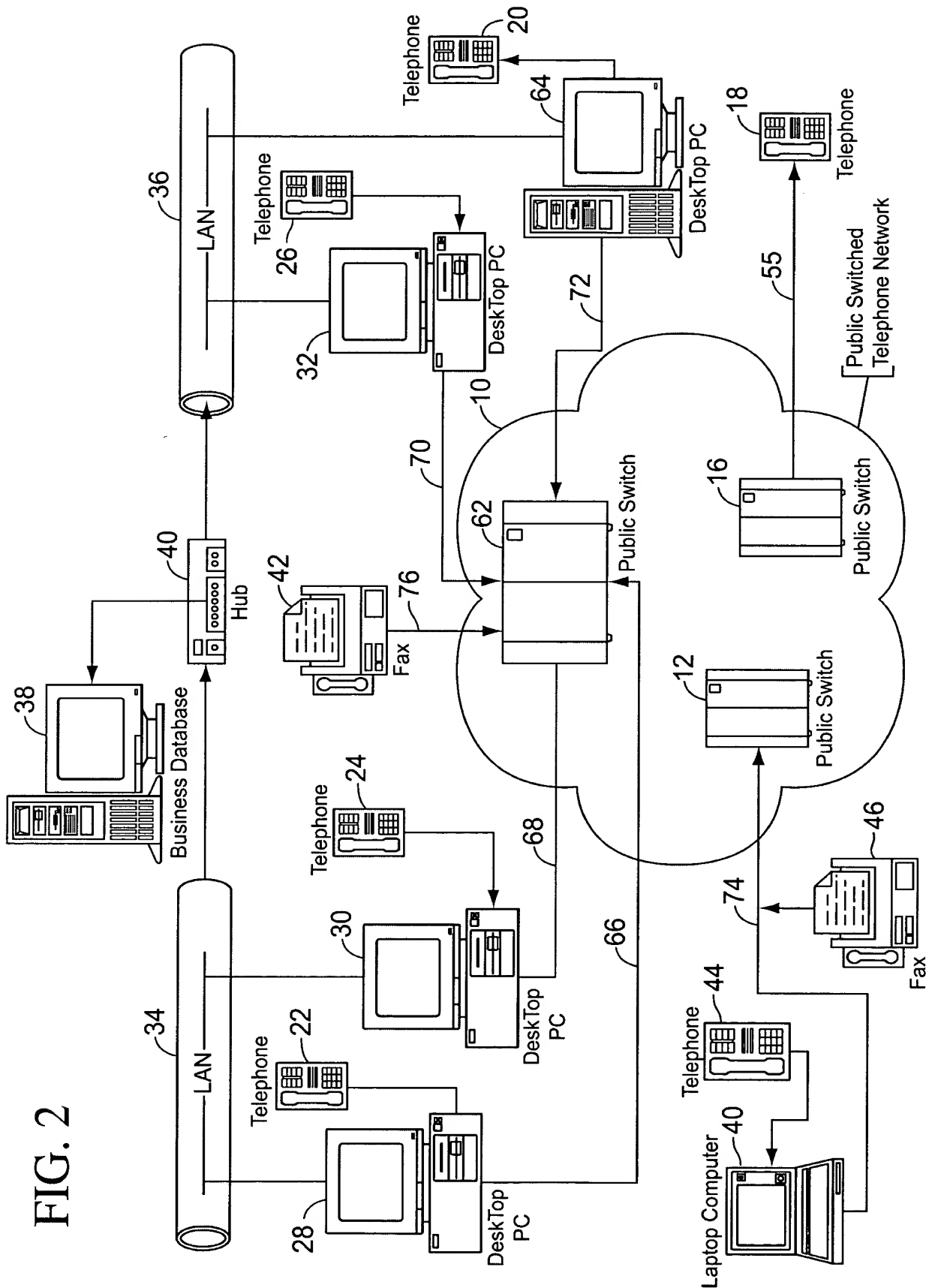
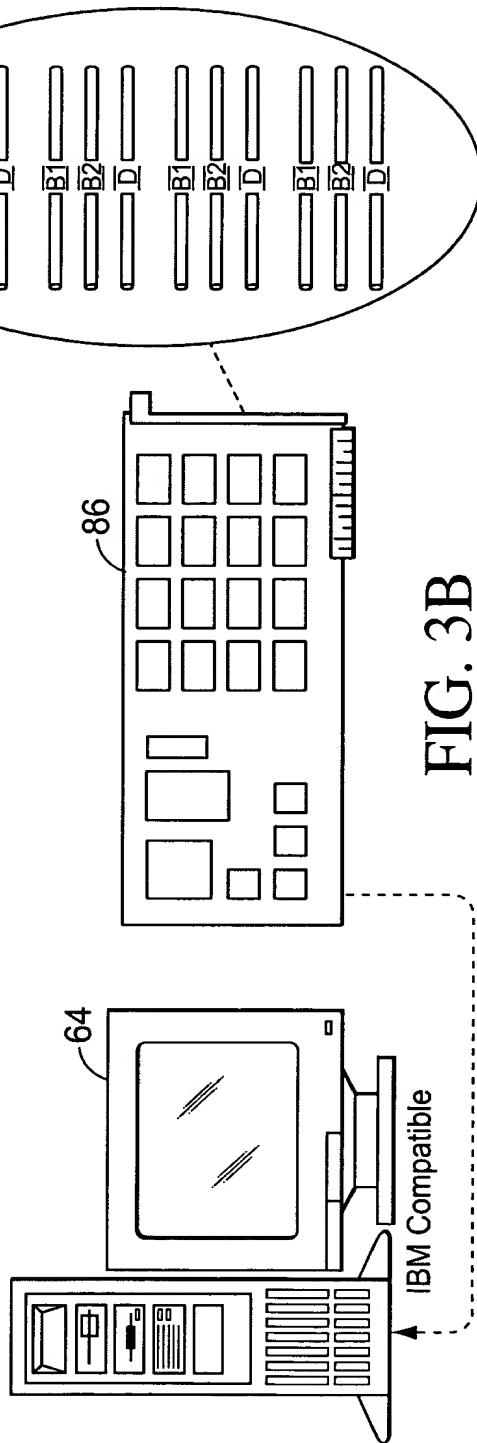
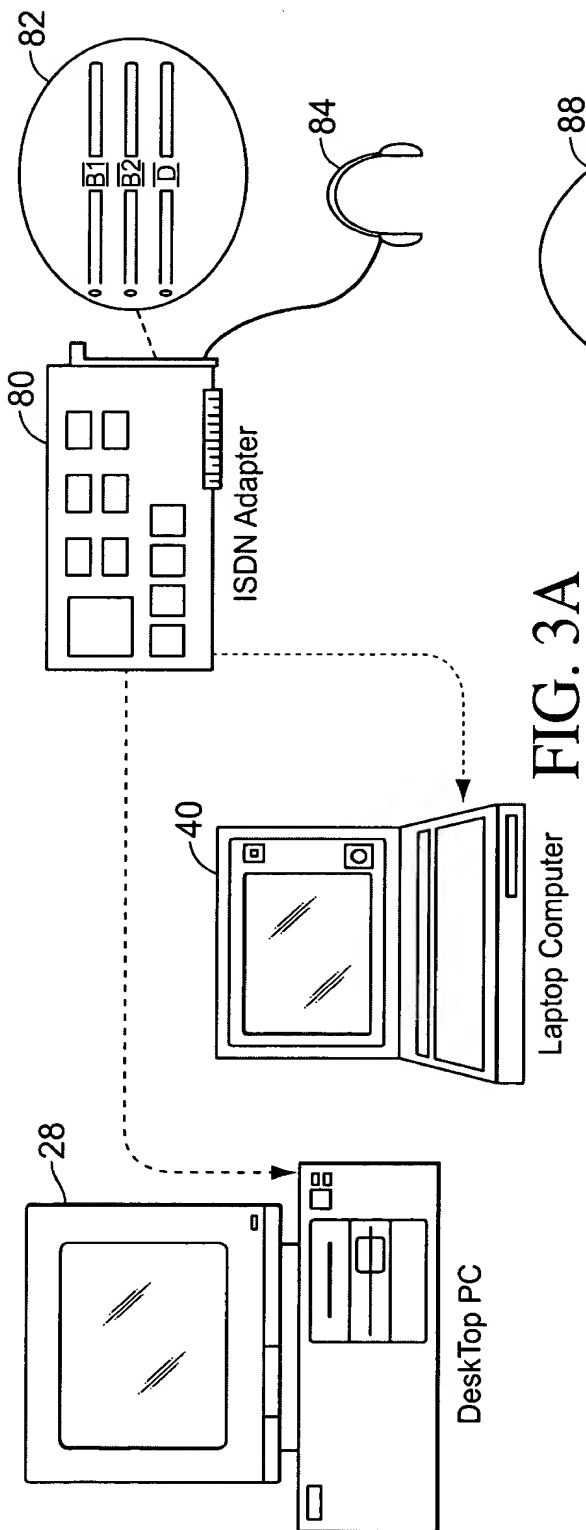


FIG. 2



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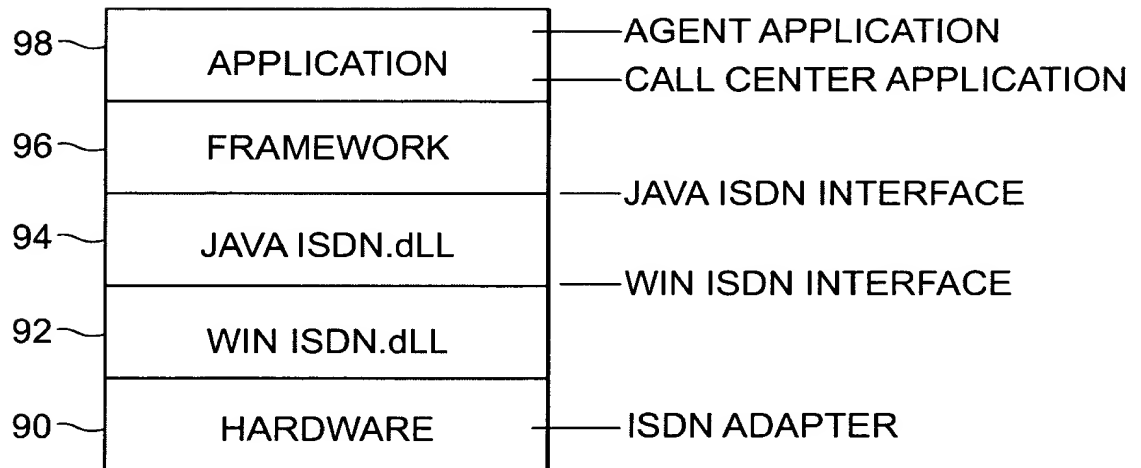


FIG. 4

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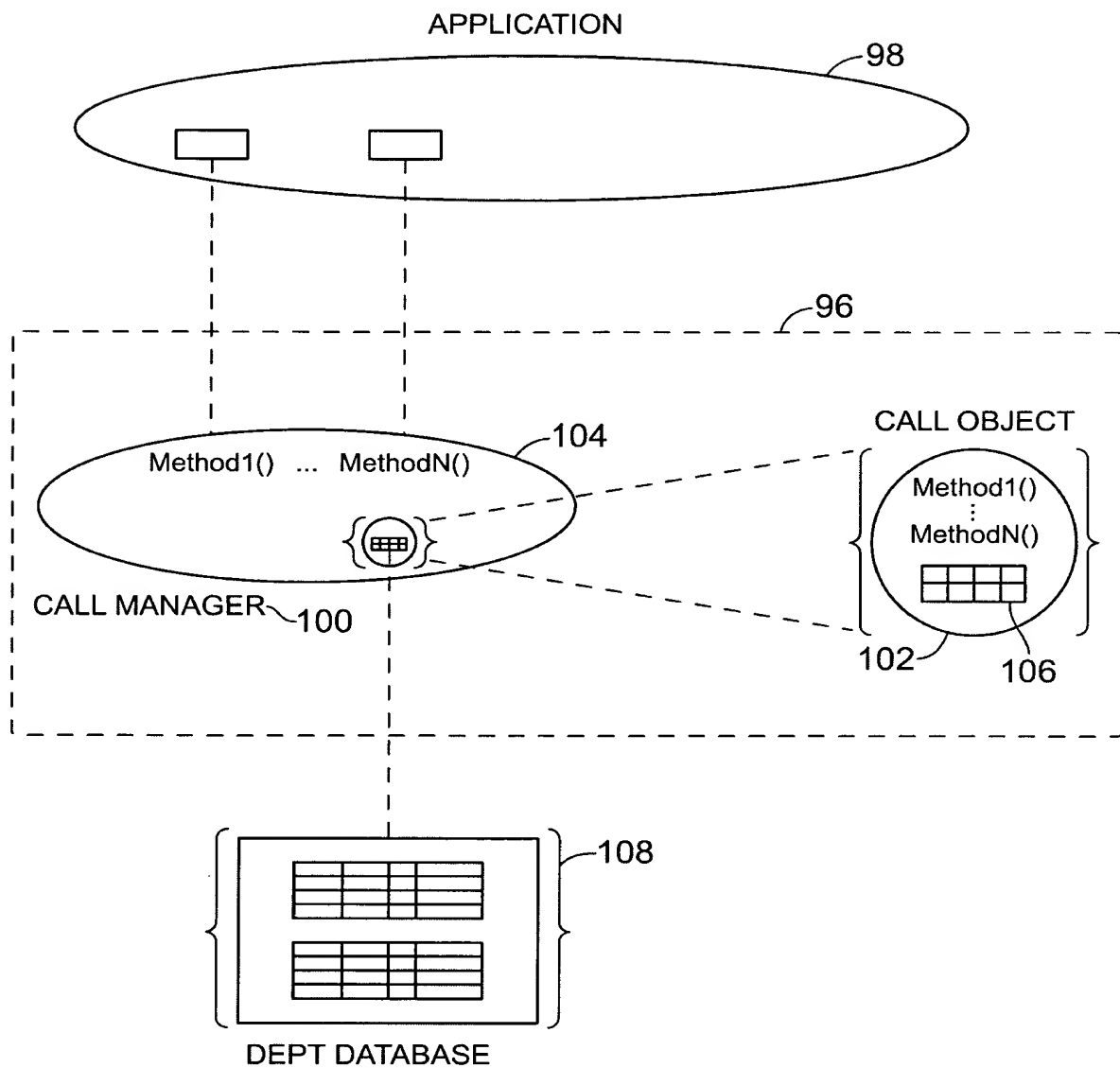


FIG. 5

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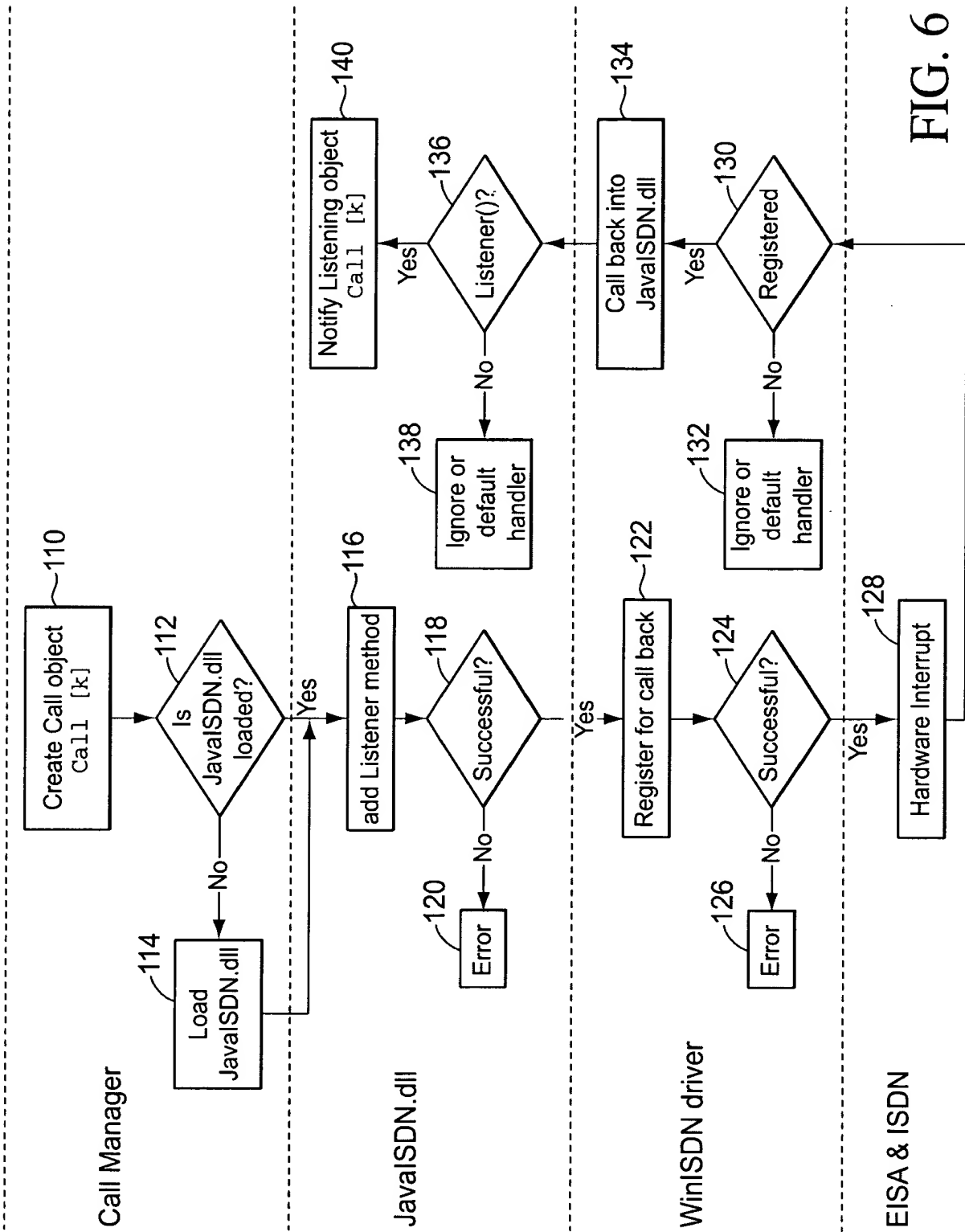


FIG. 6

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150	152	154	156	158	160	162
Menu Item	Next Menu	Next Dept	Voice Mail	Transfer to	Directory #	Agent Status
Oper		Oper		Oper	33	✓
Sales	test.spl	Sales				X
Tech	main.spl	Tech		Eddie	97671111	✓
Acct	Acct.au	Acct	test.spl			X
Ship			main.spl			X

TABLE 1

Menu Item	Next Menu	Next Dept	Voice Mail	Transfer to	Directory #	Agent Status
Domestic		Oper		Karen	41	X
International	main.spl	Main				X
OEM	test.spl	OEM1				✓
						X
						X

TABLE 2

FIG. 7

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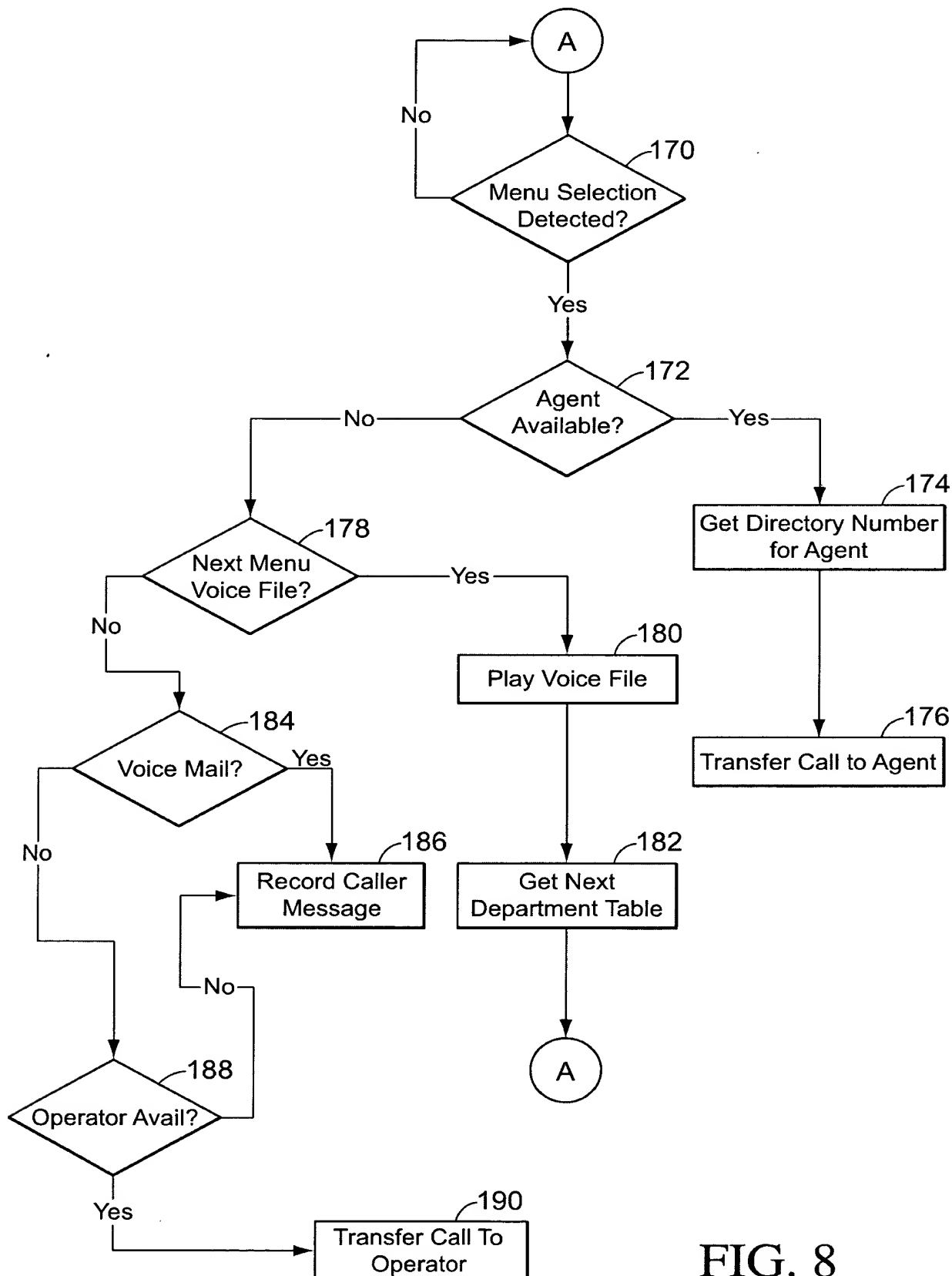


FIG. 8

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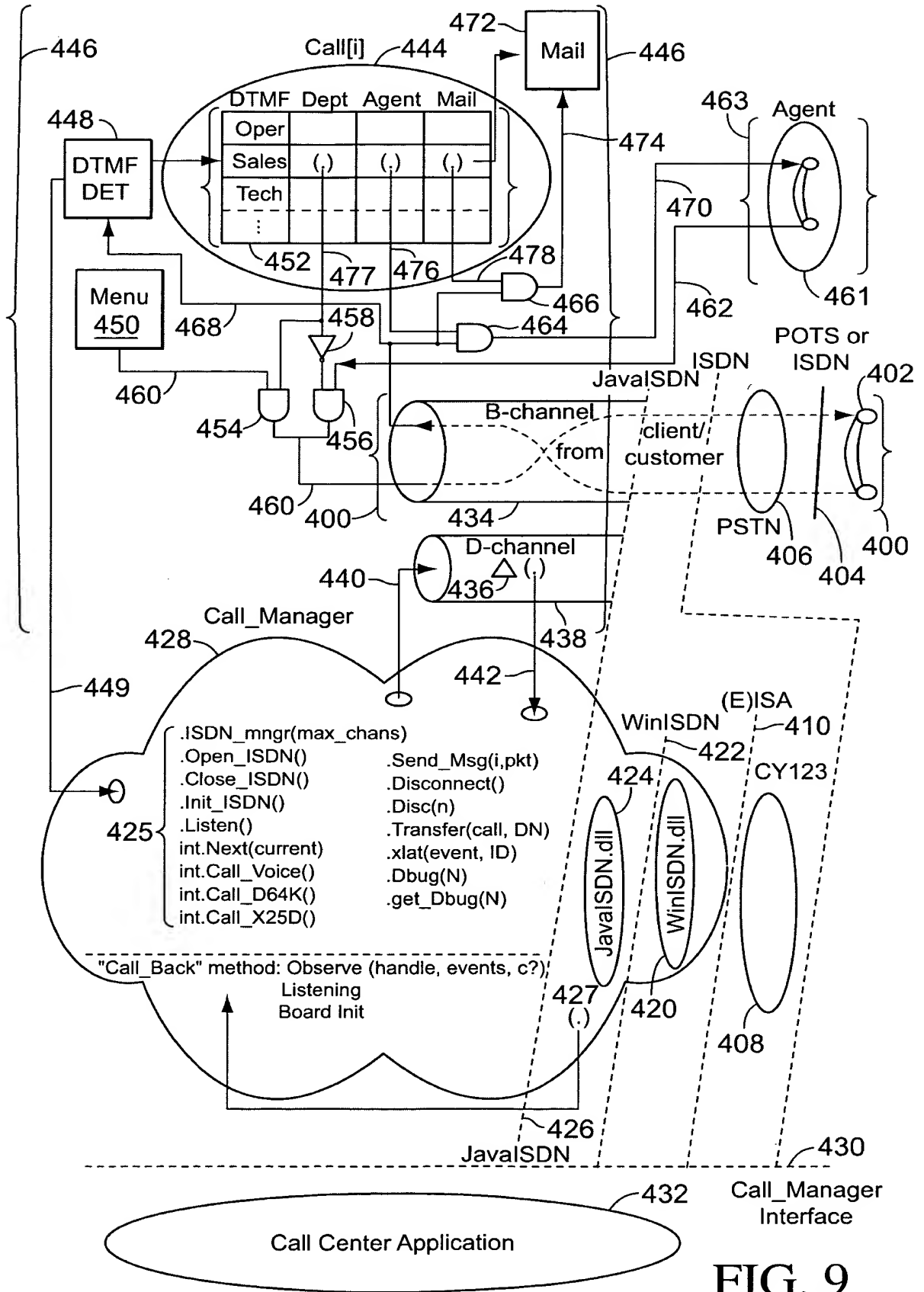


FIG. 9

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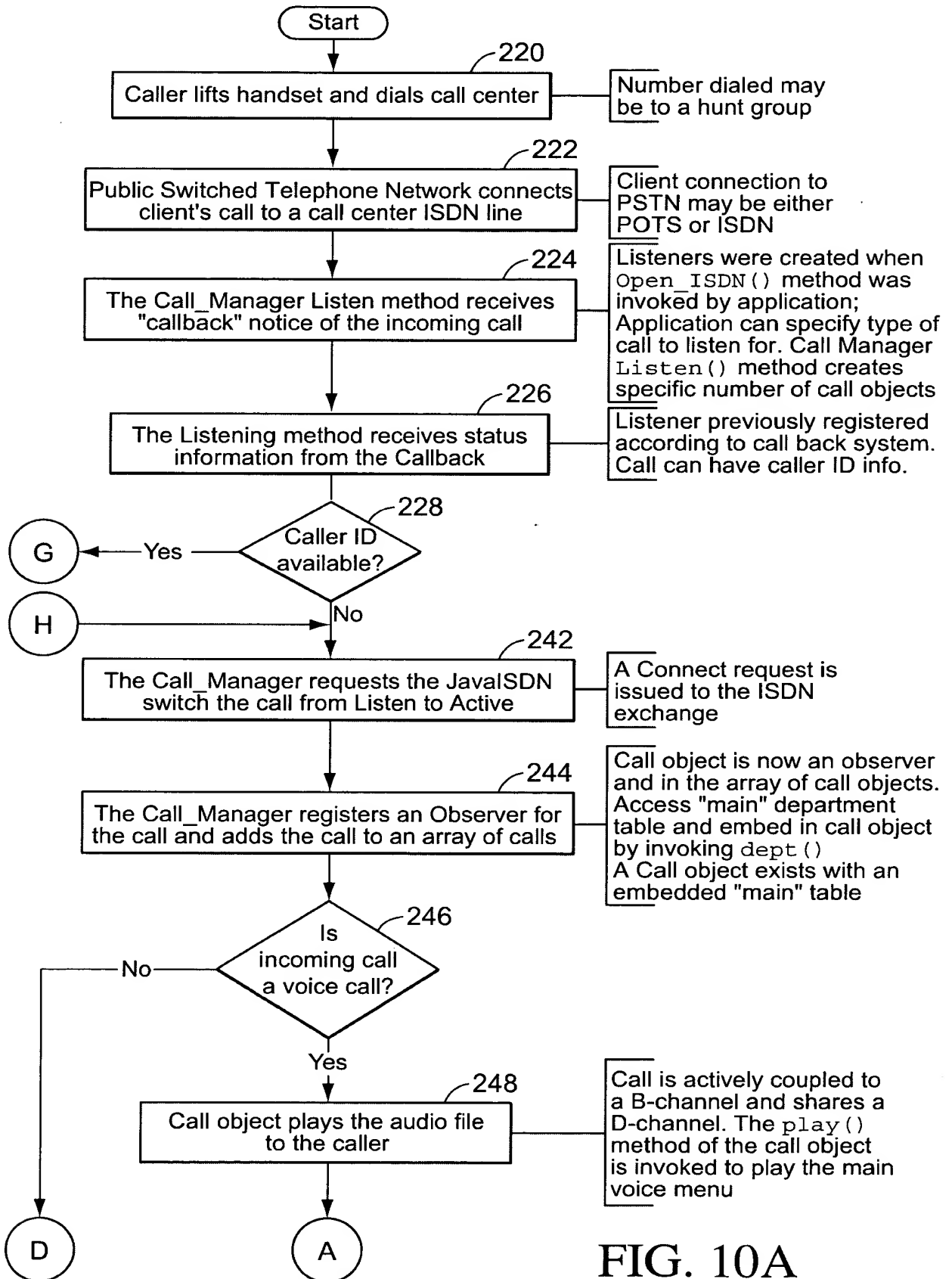
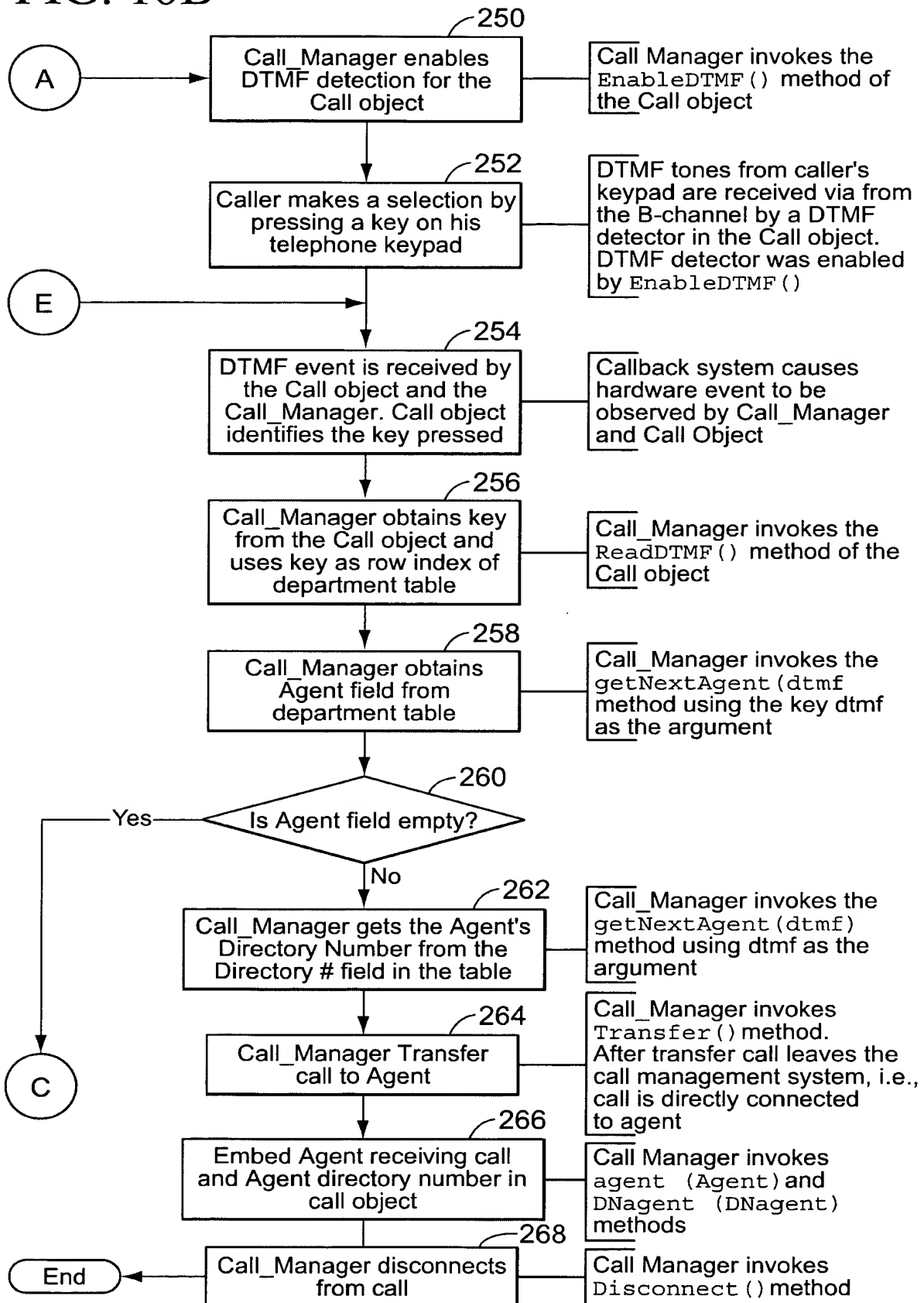


FIG. 10A

FIG. 10B

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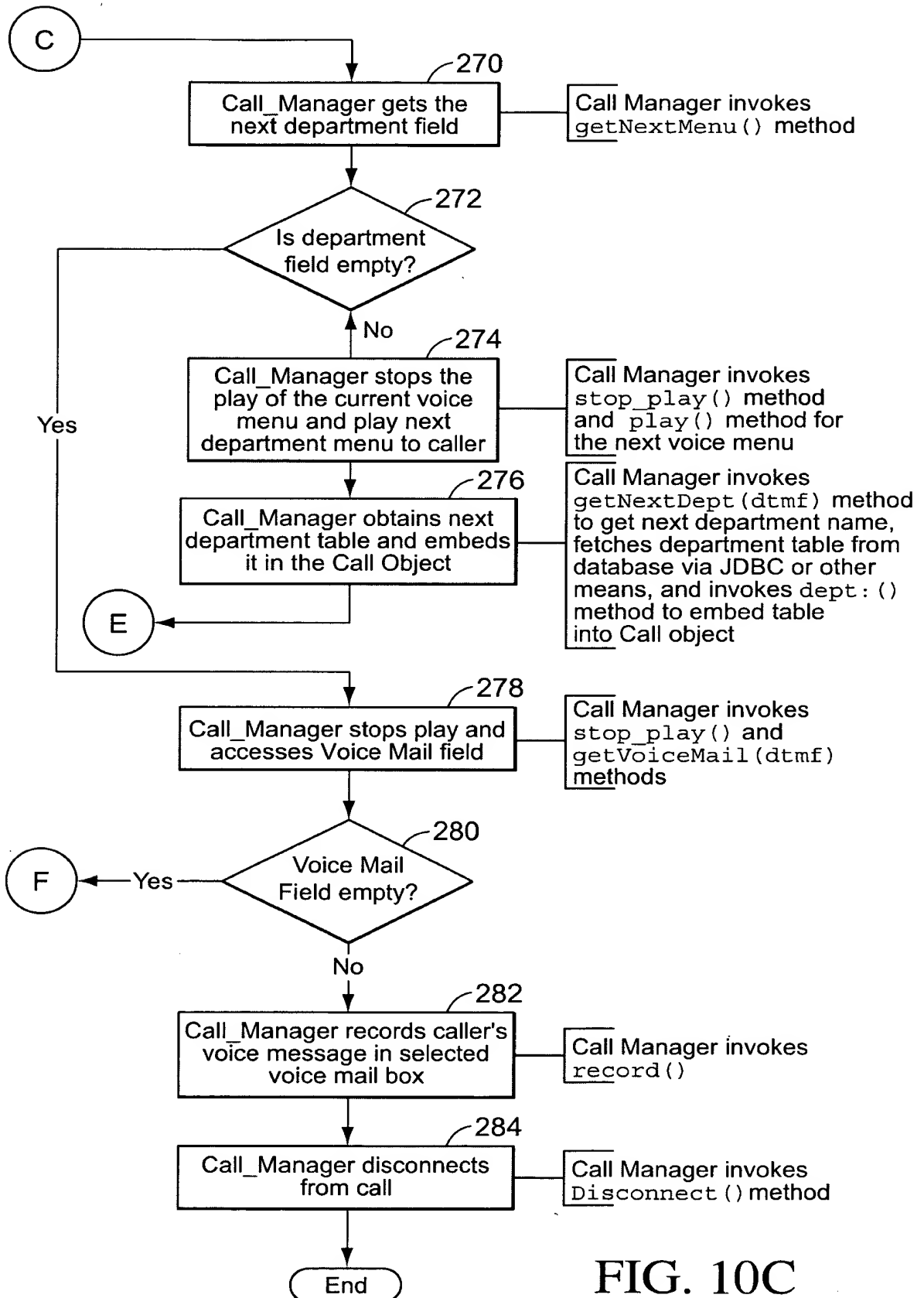


FIG. 10C

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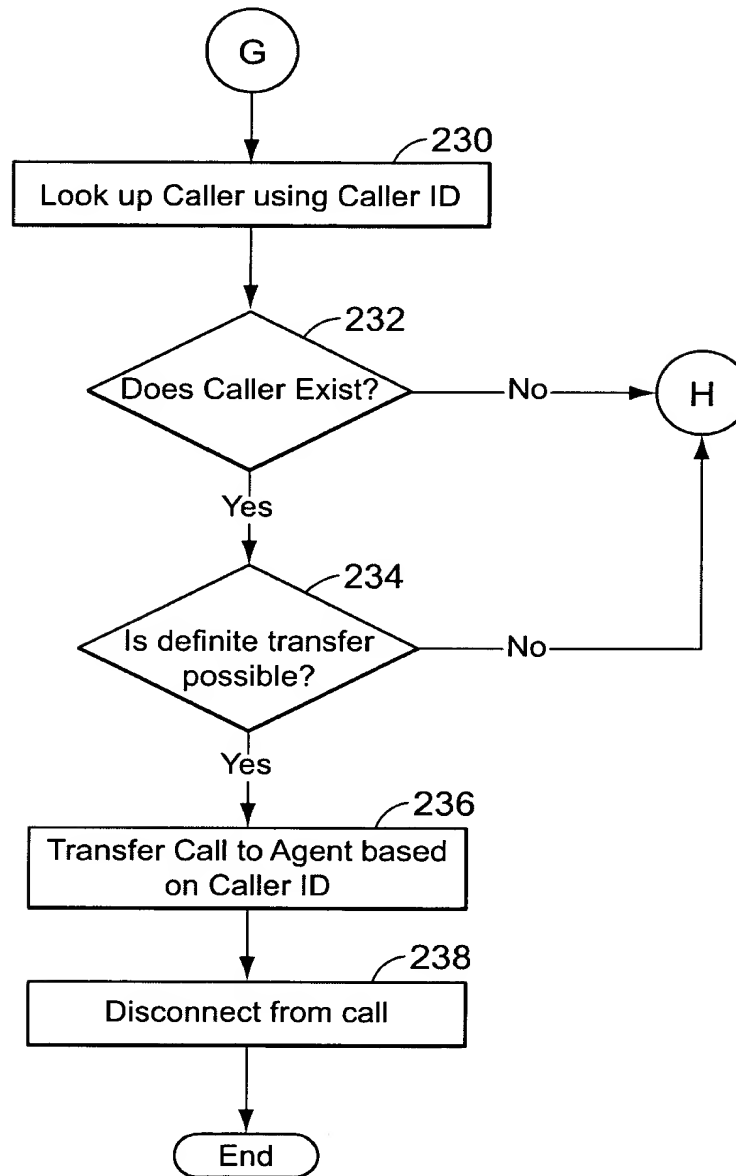


FIG. 10D

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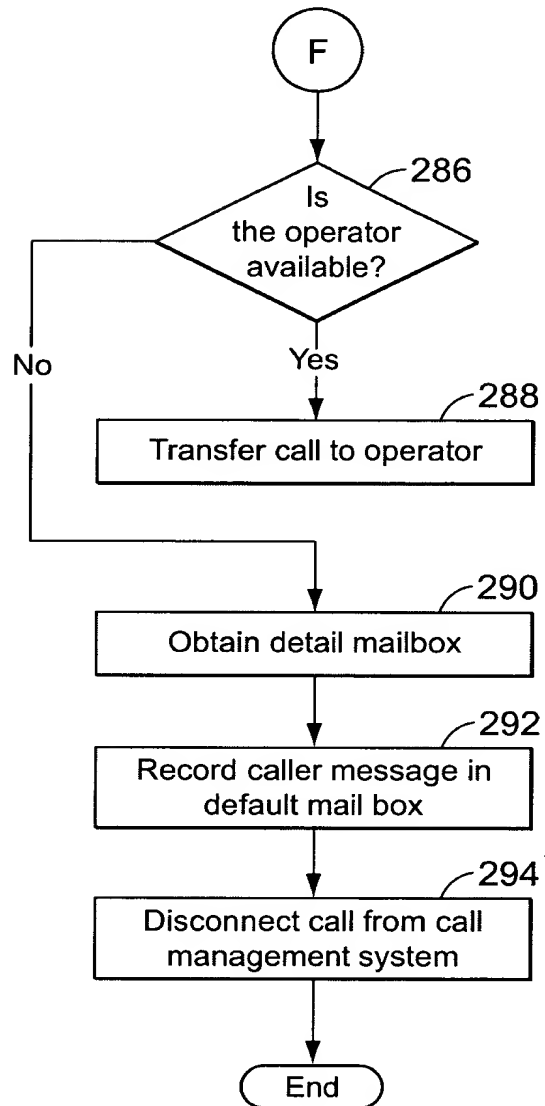


FIG. 10E

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```
public void Listen()  
{  
    for( int n = 0; n < max, n++)  
    {  
        if ( Caller[n] == 0 )           // array of handles  
        {  
            Call[n]= new ISDNcall();  
  
            Listener[n]= Call[n].Listen( Call_mask );  
        }  
    }  
}
```

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FIG. 11A

```
///  
///  
///  
no agent avail, no next menu!  
    Call[n].stop_play();  
    MailFile = thisDept.getVoiceMail( dtmd );  
    saveLink = ISDNmenu.Open( MailFile );  
    if( saveLink != null )  
    {  
        Call[n].record( saveLink );  
  
    } else { // no agent, no menu, no mail  
        // switch to default voice mail  
    }  
}
```

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FIG. 11C

FIG. 11B

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```
thisDept = Call[n].dept();  
Agent = thisDept.getNextAgent( dtmf);  
if( Agent != null )  
{  
    // transfer call to Agent  
  
    DNagent = thisDept.getAgentDN( dtmf );  
    Xfer_ret = Call[n].Transfer();    // begin transfer  
    if( Xfer_ret == 0 )    // success  
    {  
        Call[n].agent( Agent );  
        Call[n].DNagent( DNagent );  
    } else { // failed attempt to transfer call to Agent }  
} else { // no Agent available or appropriate
```

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```
// no Agent available or appropriate  
  
    dtmenu = thisDept.getNextMenu( dtmf );  
    Call[n].stop_play;    // stop playing voice menu  
  
    if( dtmenu != null )  
    {  
        menuLink = ISDNmenu.open( dtmenu );  
  
        if( menuLink != null )  
        {  
            Call[n].play( menuLink );  
        } else {    // no menu avail }  
    } else { // no voice menu avail }  
  
    // Now update the embedded department table:  
    Deptname = thisDept.getNextDept( dtmf );  
  
    if( Deptname != null )  
    {  
        Department[n] = DeptTables.xlat( Deptname );  
        //-- now embed next department model in Call[n]  
        Call[n].dept( Tmodel{ Department[n] });  
    }  
}  
else { //no agent avail, no next menu!
```

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